

Saloni Naik

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Professional Summary: Product Designer with 5+ years of experience designing end-to-end products across healthcare, fintech and regulated industries. Experienced in simplifying complex workflows through user centered design, research driven decision making and scalable design systems. Skilled across the full product lifecycle from discovery and information architecture to high fidelity execution, usability testing and cross-functional collaboration. Focused on creating accessible, human centered experiences that empower users to make confident decisions while delivering measurable value for both customers and the business.

WORK EXPERIENCE

Humana Inc, Remote, USA

Dec 2025 – Present

Product Designer II

- Lead discovery workshops, journey mapping, and reusable component discovery to shape and improve design system consistency.
- Redesigned medication overview experiences for the Annual Enrollment Period (AEP), helping members better understand benefit changes while supporting a projected 30% reduction in support call volume.
- Present strategic design recommendations to executive leadership and cross functional stakeholders, influencing product direction and alignment.

Salesforce, Indianapolis, USA

Sept 2024 – May 2025

UX Researcher and Designer

- Led a team of 2 UX researchers and designers to design and validate AI/ML personalization features for Trailhead's 3M+ users, projected to increase course completion rates by 15%.
- Designed Agentforce AI search experience, improving content discovery by 43% through AI driven personalization.

Bank of Montreal, Chicago, USA

June 2024 – Oct 2024

Product Designer - Summer Intern

- Redesigned BMO's mobile app onboarding, targeting a 20% reduction in user drop-offs & 30% boost in initial account funding.
- Increased cross regional development by aligning the BMO US design system with established Canadian guidelines.

Indiana University, Indianapolis, USA

Aug 2023 – May 2025

UX Researcher

- Conducted in-depth user research with Indiana University Hospital staff, translating workflow insights into a clinical data simulation dashboard that improved data interpretation efficiency by over 50%.
- Led exploratory and evaluative XR research, increasing university adoption by 40% and shaping immersive interaction models.

DISH Network, Bengaluru, India

Jun 2022 – July 2023

Product Designer

- Redesigned a live TV player experience, by improving navigation and reducing task completion time for 70% of 10K+ users.
- Drove WCAG accessibility audits across hospitality TV platforms, contributing to HTNG Technovation Award recognition.

REKA Studio, Kuala Lumpur, Malaysia

Dec 2021 – May 2022

Product Designer Intern

- Built a security management system from scratch for apartment complexes, reducing response times by 30%.
- Enhanced enterprise decision-making capabilities by leading the end-to-end UX strategy for a new spatial intelligence dashboard.

Freelance, India

Jan 2021 – July 2023

Product Designer - Part Time

- Designed enterprise and SaaS products for international clients using user research, iterative prototyping, and A/B testing.
- Improved task efficiency by 20% through A/B testing and data-driven design in a building management system.

EDUCATION

MS in Human Computer Interaction

Aug 2023 – May 2025

Indiana University-Purdue University, Indianapolis, USA | 3.9/4.0 GPA

Bachelors in Industrial & Product Design

June 2018 – May 2022

GLS Institute of Design, India | 4.0/4.0 GPA

Skills

Research: Usability Testing, User Interviews, Task Analysis, Journey Mapping, Information Architecture, Heuristic Evaluation, Competitive Analysis, A/B Testing, Diary Studies, JTBD, Persona Development, Accessibility Evaluation.

Design: Interaction Design, Visual Design, Wireframing, Prototyping, Design Systems, Component Libraries, Information Architecture, User Flows, Journey Mapping, Responsive Design, Accessibility, Design Documentation, Strategic thinking.

Software/Tools: Figma, FigJam, Maze, Protopie, Sketch, Adobe XD, Illustrator, Photoshop, Jira, Storybook, HTML, CSS, React.